Bureau Operations

Science Support	FY 2000 Estimate	Uncontrol. & Related Changes	Program Changes	FY 2001 Budget Request	Change from FY 2000
Bureau Operations	66,128	+1,791	[1] +2,000	69,919	+3,791

[1] See Program Change Section for details on Accessible Data Transfer increase.

Current Program Highlights

Bureau Operations	FY 2000 Estimates
Office of Program Support	35,304
Office of Human Resources	9,625
Office of Geographic Information	775
Office of the Director	10,835
Bureauwide Costs	13,380
Total	69,919

Bureau Operations promotes the orderly and efficient conduct of all USGS programs through shared administrative support services, organizational leadership, and promotion of common business practices.

Office of Program Support C Corporate-level support services include the essential functions of financial management, general services and office support, security, safety and occupational health, contract negotiation and administration, grant administration, property management, and information systems management. The Office of Program Support (OPS) provides these support services from three regional locations: the USGS National Center in Reston, Virginia; Denver, Colorado; Menlo Park, California; and one field office in Flagstaff, Arizona.

Office of Financial Management - The Office administers a Bureauwide financial management program to meet the financial processing, accounting, and fiscal information needs of bureau program managers in support of their scientific mission. The Office also supports the financial management initiatives and fiscal reporting requirements of the Department of the Interior, the Department of the Treasury, and other agencies. The Office

- $ operates and maintains the USGS financial management system;
- $ supports USGS headquarters and regional managers with financial management services in support of their scientific activities;
- $ maintains the Bureau=s general ledger;
- $ processes and categorizes all accounting transactions;
- $ ensures the integrity of accounting data;
- $ reconciles data with other Federal agencies;
- $ summarizes accounting transactions and reports results of operations both internally and externally such as to Dept. of Treasury; and
- $ provides policies and procedures for USGS financial management operations.

Office of Management Services - The Office is responsible for administering bureauwide programs and providing advice, direction, and guidance in the areas of space, facilities, security, property, energy management, safety, supply, and other general administrative programs. The Office also provides direct services to USGS employees at headquarters and eastern region field locations. Critically important to the support of science mission activities are the Office=s

space and facilities services. These include assisting in the development of detailed space requirements and working with the General Services Administration (GSA) on leasing efforts or, for small assignments, leasing directly. During the lease occupancy period, the Office provides lease administration services, from facilitating workplace construction changes to resolving lessor services issues. The Office also assists science managers at field sites with issues of workplace safety and security, and services for mail and printing, transportation, and USGS-unique supplies. One of the most specialized services provided by the Office is the promotion and coordination of technology transfer efforts, including processing patent applications and license agreements, and developing Cooperative Research and Development Agreements (CRADAs).

Office of Acquisition and Federal Assistance - The Office has bureauwide responsibility for the procurement of goods and services from the private sector used in USGS scientific programs and research; the development and dissemination of acquisition and Federal assistance policy and procedures; the development of business strategies for procurement and Federal assistance programs in cooperation with USGS program divisions, and private and public sources; the award and administration of grants and cooperative agreements with educational institutions, state and local governments, and non-profit organizations collaborating with the USGS in various mutually beneficial programs and projects related to the natural sciences; and administration of the bureau-wide charge card program.

Office of Information Services - The Office manages and operates the comprehensive information management services to support the computing, communications, and information technology requirements of the bureau=s science mission. The Office provides a variety of information systems support services, including operation of bureau-level administrative systems, Internet and Intranet services, and support for bureauwide computer and telecommunications networks, including management of the Department=s network, DOINET. This Office establishes procedures, policies and leadership for bureauwide records management, information architecture infrastructure, and computer security. Through the work of this Office, an efficient and effective information framework forms the foundation on which the science work of the organization can depend.

Field Organization - The Regional Service Centers of the Office of Program Support are located in Menlo Park, California, and Denver, Colorado. A field office is located in Flagstaff, Arizona that reports to the regional office in Menlo Park. These offices work closely with science program managers in their regions/locations to support the technical work of the USGS through acquisition, information technology, facilities, property, and general services. They advise field managers on efficient science support options while remaining in close two-way communication with their functional counterparts in headquarters. Thus, they ensure that bureau science support policy reflects the needs of scientists in the field and that support is provided to the science programs in accordance with that policy.

Office of Human Resources C The Office provides leadership, program direction, and staff support for the corporate-level support services for the essential functions of personnel management and equal opportunity programs of the USGS. These services are provided from three regional locations: the USGS National Center in Reston, Virginia; Denver, Colorado; Menlo Park, California; and from one field office in Norcross, Georgia.

The Personnel Office develops and implements innovative human resources programs that enable the USGS to attract, develop, and retain the best and brightest scientific, technical, and support talent on behalf of the USGS science mission. As a strategic partner with management,

the Personnel Office develops creative recruitment plans to attract a diverse, highly-qualified pool of candidates for student, temporary, and permanent employment opportunities; recommends unique approaches to compensation issues, including pay flexibilities, in order to attract and retain candidates of choice; provides employee development, leadership, and mentoring programs to help employees retain state-of-the art scientific and technical skills; and implements quality of life initiatives that provide increased flexibility for managers and employees and allow the USGS to compete for and retain the highly-skilled employees who will help the USGS remain a world leader in the natural sciences. The Office has taken an aggressive leadership position in developing innovative, streamlined, and automated human resources programs to help managers recruit, develop, reward, and retain diverse and highly skilled employees. In addition, the Personnel Office has created new programs that help employees hone their skills, develop their leadership potential, and balance their work and family responsibilities.

The Office of Equal Opportunity enforces and monitors the implementation of all equal opportunity and civil rights laws, regulations, and court decisions through the development, oversight, and evaluation of USGS policies, principles and practices without being an advocate for either management or employees. The Office has taken a proactive leadership approach to increase the effectiveness of the equal opportunity complaints process, and to develop innovative approaches to diversity management, in order to position USGS to meet the challenges of the next century. Significant demographic shifts are expected in the next century that will change the labor pool from which the USGS future workforce will be drawn. A representative workforce will help the USGS interact more effectively with increasingly diverse customers and cooperators.

The Office enhances the scientific mission of USGS and ensures that the bureau continues to provide world-class science by recommending new, and evaluating existing, policies, principles and practices that promote equal opportunity in all activities and programs. These result in the recruitment, development, and retention of a diverse workforce, and create a work environment that values and supports its human resources. Neutral guidance, advice and techniques are provided to help managers and employees understand and value differences. The Office ensures that all USGS employees are provided every opportunity to perform and advance in their careers without discrimination; acts quickly on allegations of discrimination; resolves informal complaints at the lowest possible stage whenever practical; processes formal complaints quickly and resolves them when possible; monitors the accessibility of all facilities and programs for use by individuals with disabilities; and reviews programs or activities receiving Federal Financial Assistance for compliance with non-discrimination laws.

Geographic Information Office (GIO) – The Office provides leadership for bureauwide information technology management through the formulation and evaluation of plans, policies, and strategies to improve the value and reliability of the USGS information technology infrastructure. The infrastructure consists of a framework of hardware, software, data, policies, procedures and people that support the collecting, sharing, serving, delivery, and archiving of information across the bureau. The basis for a common infrastructure is a set of core capabilities that have common application and transparent data formatting across the USGS. The GIO also provides Information Resources Management (IRM) policy guidance throughout the bureau. The office:

$ establish bureau information technology programs, directives, initiatives, standards, technologies, and techniques;

- $ formulate technological approaches needed to meet Department IRM initiatives and priorities;
- $ guide the development of strategic planning for IRM functions;
- $ stimulate the use of innovative information technology solutions by shaping strategic objectives during program planning processes;
- $ direct periodic project assessments to determine progress toward completion and realizations of benefits;
- $ establish and maintain appropriate working relationships with external organizations to ensure proper coordination of bureau IRM activities with other federal, state, and private sector organizations.

Office of the Director – The Director of the USGS, under the supervision of the Assistant Secretary for Water and Science, formulates USGS policy delegated by the Assistant Secretary and directs all activities of the USGS. The Deputy Director shares the responsibility for direction and coordination of all USGS programs and activities. The Director and Deputy Director are assisted in the management and leadership of the science programs and support activities by the Regional Directors and Associate Directors, who report through the Deputy Director to the Director.

Regional Directors have line authority and are responsible for managing all integrated and place-based science programs and related support activities within their Region. The Regional Directors represent the USGS in all contacts with customers, partners, and stakeholders in their Region.

Associate Directors for Biology, Geology, Geography, and Water share in the planning, direction, and management of the interdisciplinary and integrated programs that contribute to the hazards, environmental, and natural science mission of the USGS. The Associate Directors provide broad oversight to their program divisions to ensure the prevalence and advancement of their respective scientific disciplines. The Associate Directors are responsible for providing management direction and the coordination of scientific and technical resources necessary to carry out the planning, development and accomplishment of the interdisciplinary and integrated science programs of the USGS.

Associate Director for Operations is responsible for planning and managing the development and implementation of policies and strategic and operational plans related to scientific and administrative information systems and information resources management; financial management; acquisition and Federal assistance; facilities, property, space management, and other administrative services; equal employment opportunity and human resources management. The Associate Director for Operations also serves as Chief Financial Officer for the USGS and represents the USGS on Federal level activities related to information resources management through the Geographic Information Officer.

Staff Offices – The staff offices below report to the Director and provide bureau level advice and assistance to the Director and Deputy Director.

- **Budget and Organization Analysis Office** provides bureauwide policy, guidance, and direction for budget formulation, execution, presentation, and advocacy. The Chief serves as Deputy Chief Financial Officer for the USGS.

- **External Affairs Office** is responsible for agency-wide policy, guidance and direction for communicating information about USGS research, programs, activities and products

to a broad range of customers and stakeholders including Congress, the news media, other Federal, State and local governments, and the general public. The Office is responsible for liaison and close coordination between the USGS and the Congress, the Department, and other bureaus for congressional and public affairs matters. The Staff serves as a central source of information for congressional inquiries and furnishes information materials and assistance to Congress. In other public outreach activities, the Office coordinates the open houses and other special-event programs and activities. The Office maintains a 7-day-a-week, around-the-clock alert with technical divisions to provide information to news media as quickly as possible about earth hazards and anomalous events such as earthquakes, volcanic eruptions and floods

- **Strategic Planning and Analysis Office** is responsible for advising the Director on science planning and for developing strategies for the formulation and implementation of policies, objectives, programs, and plans that will result in an integrated and interdisciplinary approach to achieving the USGS mission. In addition, the office is responsible for implementation of bureau wide marketing and customer related activities.

Bureauwide Costs – Bureauwide costs are budgeted centrally. Certain essential program support costs are relatively uncontrollable by USGS, and due to the nature of the organization and billing arrangements, are more effectively and efficiently managed centrally. Bureauwide costs include payments to DOI for services provided through the Departmental Working Capital Fund and other charges such as NPR costs, Federal Lab Consortium, Ecosystem Report Card support, Property Management Disposal System, and Coral Reef Task Force. Other bureau level costs include payments for the Federal Personnel/Payroll System; unemployment compensation payments to the Department of Labor, and injury compensation payments to the Department of Labor that cannot be identified to a current program; bureau wide computer system charges; human resources initiatives, and other bureau level administrative initiatives.

Bureauwide Costs	FY 2001 Estimate
DOI Charges	3,322
FPPS	1,836
Reimbursements to the DOL	904
HRI	2,270
Computer Systems Charges	2,356
Other Bureauwide Charges	2,692
Total	13,380

Recent Accomplishments

Strategic Planning –The Strategic and Annual plans were refocused with a Balanced Scorecard approach to unify and align strategy throughout the organization and to reduce Mission goals from 8 to 2 and performance measures from 112 to 10 in FY 2000. The FY 1999 Annual Plan was retrofitted to gain immediate benefit of streamlining, begin trend setting and avoid carrying excess baggage of both sets of measures.

Customer Surveys – In February 1999, the Office of Management and Budget approved a plan developed by the USGS to conduct information collection activities under a three-year generic clearance package. Among the activities conducted in 1999 were a survey of visitors to USGS' web pages that enabled the USGS to find out what customers think of these pages and whether there are opportunities for improvement. Additionally, one of the USGS' major product distribution centers in Denver, CO, has used the approval to obtain feedback from customers by using comment cards that are shipped with every order that this office fills. The USGS will analyze customer data obtained through these information collection activities to improve

service to customers, identify their needs, and to ensure the highest levels of customer satisfaction.

Y2K Supplemental Funding – Supplemental Funding in the amount of $26.5 million was received to solve potential Y2K problems. The Director's Office provided advice and managed these funds for the Bureau.

Support for Tribal Governments – The FY 1999 Omnibus Appropriations Act and the Water Resources Development Act of 1999 directed the Secretary of the Army to arrange for the USGS to conduct a study of the potential impacts of the transfer of certain lands to Indian Tribes and to an agency of the State of South Dakota. The USGS completed that study and transmitted the results to the Army. The USGS continues to provide technical and educational activities involving more than 140 Tribes, Tribal governments, and Tribal/Native organizations.

Hurricane Mitch -- In the immediate aftermath of Hurricane Mitch, USGS marshaled its scientific capabilities to assess the physical impacts, to help plan actions to be taken in the reconstruction that would mitigate, in short- and long-term, both human and economic impacts of future natural disasters, and took the U.S. Government lead for the development and coordination of data and information needs for the many participating entities.

The USGS partnered with and utilized information from many Federal agencies such as USAID, USACE, USAF, DOD, NOAA, Department of State, HUD, Agriculture as well as non-governmental and humanitarian organizations (World Bank, IDB, PAHO, Red Cross, and others). USGS, through its Center for Integrated Natural Disaster Information (CINDI), compiled all available information into a Hurricane Mitch Central American GIS Disaster Atlas and established an "information central" that provided and coordinated the information needs for all agencies and entities involved.

Once the lifesaving efforts were completed, the USGS sent a series of scientific teams into the region to assess the floods and associated mudflows, the major sources of the death and destruction; to initiate studies to develop an understanding of the geomorphic and hydrologic processes that created the hazards; and undertook a preliminary ecological assessment, including agricultural and livestock resources, to quantify the extent of damage to the ecosystems. Results of these efforts were developed "on the fly" and were provided to disaster planning and humanitarian relief teams, to ensure that relocation and reconstruction would be accomplished out of harms way. Documenting and monitoring these processes and events, and providing the information linkages, were essential contributions to providing a sound, defensible, scientific blueprint for reconstruction that included resettlement, re-establishment of infrastructure, and future hazard mitigation.

Under the Hurricane Mitch Supplemental Appropriation, the USGS science and monitoring efforts in Central America have continued. USGS is now conducting a broad array of investigations that include assessments of geologic, hydrologic, and biological impacts, identification of natural hazards, and the continuing development and maintenance of the information network needed to provide the data that is critical to the successful reconstruction of the disaster area.

Bureau Communications –The Bureau Communications Strategic Plan covering FY 1999-2004 was prepared by the Bureau Outreach Committee to address the bureau strategic plan's long-term goals. The primary intent of the plan was to establish a strong bureau communication infrastructure on which annual program-based communication planning can be

done. Four strategic goals form the core of the plan. The overall intent of these goals is to establish a solid foundation for executing effective communications from all levels of the bureau to targeted audiences with well-defined messages. The four goals are:

- Establishment of a bureau-wide outreach infrastructure;
- Definition of outreach roles and responsibilities of organizational units and employees and the necessary bureau skills to conduct effective outreach;
- Simplification and standardization of Outreach, and
- Inclusion of a communications element in each program element's annual plan.

Natural Disaster Information –From floods in the Pacific Northwest and droughts in the Mid-Atlantic region to earthquakes at home and abroad and hurricanes along the East coast, it's been a busy year of communicating natural disaster information for the Office of External Affairs. During the year the Office arranged for and provided information to numerous national news media outlets. During the interviews, USGS scientists explained the status of hydrologic conditions and the purposes of streamflow gaging stations and the streamflow network and reported earthquake probabilities for the San Francisco Bay and other areas.

Landsat 7 – The Landsat 7, which was launched in April 1999, is collecting and archiving an unprecedented quantity of multi-spectral data each day. These data provide a global view of both seasonal and annual changes in the Earth's environment. The USGS has primary responsibility for capture, processing, and distribution of the data; mission management and maintaining an archive of Landsat and other remotely sensed data. The Office of External Affairs worked closely with the NASA in coordinating the media events related to the launch of Landsat 7, including press briefings prior to, during and after the launch and news releases distributed to national news media.